



NEWS RELEASE

**STATE BOARD
OF EQUALIZATION**

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Sacramento
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Chairman, BOE

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FOR IMMEDIATE RELEASE

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**CHIANG ANNOUNCES TAXPAYERS CAN SCHEDULE
APPOINTMENTS FOR TAX ASSISTANCE**

John Chiang, Chair of the State Board of Equalization (BOE) announced today that California taxpayers needing help will for the first time be able to schedule appointments with tax specialists at four locations starting on May 1, 2006. The pilot appointment service will be available for six months at BOE district offices in West Covina, Laguna Hills, San Jose, and Sacramento.

"This pilot program is one way we can help California taxpayers use their time more efficiently and get back to running their businesses," said Chiang. "We are always looking for ways to improve customer service."

The West Covina office, located in Chiang's district, serves over 46,000 California retailers.

Taxpayers can use their scheduled appointment times for help registering for a permit, completing their tax returns, closing out permits, or finding other tax assistance. The pilot program will continue until October 31, 2006. Taxpayers visiting the four test offices may continue to walk-in without an appointment for service. Chiang noted that the average wait time at a district office currently is about nine minutes.

If the program proves successful, it may be expanded statewide. No other state tax agency currently offers appointment scheduling at service centers.

Appointments will be available Monday through Friday from 8:00 a.m. to 4:30 p.m. Taxpayers can schedule appointments up to 30 days in advance by calling the following numbers:

Sacramento	(916) 227-5079	San Jose	(408) 277-1446
Laguna Hills	(949) 461-5756	West Covina	(626) 480-7255

The Board has also recently expanded its electronic services by redesigning its website (www.boe.ca.gov) to allow free electronic filing for eligible sales and use taxpayers.

First elected to the Board in 1998, Chiang represents the BOE's 4th District, which includes 73 cities in Los Angeles County and more than 8.5 million people.

The California State Board of Equalization collects almost \$50 billion annually in taxes and fees and serves as the enforcement agency for these revenues, which support state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and plays a significant role in the assessment and administration of property taxes.

Other Board Members include Betty T. Yee of San Francisco, Acting Member, First District; Bill Leonard of Sacramento/Ontario, Second District; Claude Parrish of Long Beach, Third District; and State Controller Steve Westly.

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